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How to access WHM, cPanel, FTP, SSH and Webmail using Micron21 shared web hosting services

Felix Lane - 2026-05-07 - [Security](#)

Overview:

As an additional security measure to help protect your data, effective 1 May 2026, access to Micron21 website hosting management services will require IP address authorisation before a connection is permitted.

This applies to the following services:

WHM, cPanel, Webmail, FTP, sFTP, SSH and MySQL

Before accessing any of these services, you will need to authorise the public IP address you are connecting from. This authorisation is valid for 24 hours. After this period, you will need to authorise your IP address again before access will be permitted.

The following guide outlines the steps required to authorise your IP address.

Method:

1. In a web browser window, go to <https://webhostauth.micron21.com>
2. Complete the reCAPTCHA challenge (the "I'm not a robot" box)

Method for SSH Access

1. Contact Micron21 Support at support@micron21.com
2. Supply your cPanel username and server name
3. Once confirmed with the support team, in a web browser window, go to <https://webhostauth.micron21.com>
4. Complete the reCAPTCHA challenge (the "I'm not a robot" box)